

## A Message from Director Phyllis Nance



Child support is important to families. It can provide a reliable source of income and health coverage for children who need it, ensuring better outcomes at school and at home. However, we recognize that today's complex families have many barriers to self-sufficiency— employment, housing, transportation—that are beyond the scope of the child support program to address. We convened a group of our community's service providers to discuss ways that we can work together to help families better. This report and the recommendations provided are just the beginning as we continue to explore ways to work with service providers to support the community.

*Phyllis P. Nance*

Alameda County Department  
of Child Support Services



## Alameda County Department of Child Support Services 2017 Service Providers Summit

**Question:** How can child support services work with service providers to obtain better outcomes for families?

### Here's what we discovered: Things Child Support Services Can Do...



#### Accessibility

Consider increasing physical and virtual access to services:

- Satellite offices
- Video kiosks
- Online chat support



#### Perceptions

Work with the community to reduce perceptions of bias:

- Include the public in planning
- Reach underserved populations



#### Outreach

Improve awareness and understanding of child support through multiple channels:

- Video
- Social Media
- Live presentations



#### Connections

Leverage relationships with other services:

- Establish agency point-of-contact
- Shared events
- Mutual referral process



#### Communication

Increase information flow between service agencies:

- Educate staff about available resources
- Ongoing dialog between providers

For more information, contact:

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Alameda County Department of Child Support Services thanks the following organizations for participating in the 2017 Service Providers Summit: 5 Keys Charter, Abode Services, Alameda Alliance for Health, Alameda County Food Bank, Alameda County Probation Department, Alameda County Public Defender, Alameda County Superior Courts, Beyond Emancipation, Child Care Links, Eden I&R, Family Paths, First 5/Help Me Grow, Housing Authority of the County of Alameda, Interagency Children's Policy Council, Mujeres Activas y Unidas, Oakland Housing Authority, Root & Rebound, Rubicon Programs, Second Chance Inc, Tandem, The Reset Foundation, Tiburcio Vasquez Health Center, and Washoe Native TANF Program.

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Public and private organizations serving families in Alameda County met for a Service Providers' Summit hosted by Alameda County Department of Child Support Services.